

**City of Lowell**  
**Job Posting**  
**Please Post ~ July 17, 2015**  
**Deadline ~ July 31, 2015**  
**Pollard Memorial Library**  
**IT Systems Support Technician**

**Job Title:** IT Systems Support Technician (1100-DH08, 2170)  
**Department:** Pollard Memorial Library  
**Reports To:** Library Director, Asst. Director, Coordinator of Automation and Technical Services and any other designated personnel  
**Wage:** \$38,434.76 (min) to \$45,037.20 (max) annual salary; Per City Ordinance  
**Hours:** 35 hours per week, including one evening per week and every 4th Saturday (September-June)

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Supports the Library's technology investment by providing: desktop support (OS, application, and hardware); network support, deployment & configuration of equipment (servers, switches, etc.); and resolution of service issues.

Provides input to the Director, and the Coordinator of Automation and Technical Services on usage, trends and needs.

Provides insight to the Director and Coordinator about new and emergent technologies that may enhance processes and add value.

Teaches basic computer classes to library patrons and offers individualized technical help to patrons on an appointment basis.

Assists Reference Dept. staff with trouble-shooting patrons' issues regarding computers and software.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

The requirements listed below are representative of the knowledge, skill and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

Bachelor of Science (B.S.) degree in computer science, information systems or related field from a four year college or university; three or more years' experience in a relevant role, preferably in a municipal environment; or an equivalent combination of education and experience.

Demonstrated knowledge of PC architecture, operating systems and applications, WIFI and access points.

Demonstrated experience with network equipment, server operating systems (Windows), peripherals, and services.

Experience with filtering software, firewalls, and PC reservation software. Demonstrated experience with project management applications and practices. Experience working with a diverse group of individuals with varying computer skill levels.

Experience working with an automated library circulation system preferred.

**LANGUAGE SKILLS**

Individuals with bilingual skills are encouraged to apply.

Excellent and effective customer service, trouble shooting, oral and written communication skills.

Ability to interact tactfully and appropriately with library patrons and staff.  
Ability to read and comprehend instructions, correspondence and memos. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from library supervisors and staff, vendors, and library patrons.  
Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.

### **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to apply city and library policies and procedures to the duties and responsibilities of this position.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to walk; sit; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to high, precarious places and fumes of airborne particles. The noise level in the work environment is usually moderate.

The City of Lowell is a smoke and drug free employer and requires a physical with drug screen, CORI post offer.

***Qualified individuals should send application/resume with cover letter to the Human Relations Office, Mary Callery, HR Director Room 19 - City Hall, Lowell, MA 01852 by 4:00 PM: Deadline ~ July 31, 2015. Applicants may also send application/resume with cover letter to fax 978-446-7102 or email to [cityjobs@lowellma.gov](mailto:cityjobs@lowellma.gov)***

**EOE/AA/504 Employer**